



## NSSC News...August 17, 2004

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**NSSC Mission:** "To provide timely, accurate, high quality, cost effective and customer focused support for selected NASA business and technical services."

### Implementing the NASA Shared Services Business model...

- **is** a dynamic process that involves significant collaboration across functional areas, Centers, leaders, employees and customers.
- **is** a fundamental change in how people interact, get things done, and communicate. It is not business as usual.
- **will** take time. It won't happen over night, but over time. It takes time, attention to detail, and planning to ensure the details of each activity and process are attended to.
- **requires** constant communication. This new operating model, roles and responsibilities, and expectations must be communicated multiple times across multiple mediums to help ensure a successful transition and long term performance.
- **represents** a focus on service, the foundation and core competency of the NSSC is unparalleled commitment to service. This may represent a shift in habits and expectations among the staff joining the NSSC from different Centers and the staff receiving services.

### Welcome!

- Jim Frelk has been named the HQ Center Transition Team lead for NSSC.
- Susan Lee, from ARC, is now our website curator.

### GAO Audit results

The GAO conducted an audit of the projected NSSC cost/savings estimates. Here is an excerpt from the audit feedback:

"NASA's latest forecasted cost savings estimate of \$6.2 million annually is based on comprehensive cost analysis supported by detailed documentation. The assumptions and cost estimating factors applied are relevant and reasonable."

**Thanks to Bob Fails and his team** for their initial work on the cost estimates and follow-up reporting to GAO.

### Human Resources Team Update

Here is a highlight from the HR Team courtesy of Jerry Simpson.

To prepare for the migration of activities to the NSSC, the HR community has chartered a sub team to work on flow charting the processes that surround the 34 activities identified for NSSC transition.

A key objective for the team is to clarify the scope and work content of the migrating activities by documenting how they fit within larger HR processes that may begin at a Center, continue at the NSSC, and end at HQ or back at the Center that initiated the process. The team's end product is a set of documented and validated process maps completed by the end of November 2004.

The Team is chaired by Jerry Simpson, HR Functional Lead for NSSC and Agency Transition Team member. Civil Service team members include Kristie Dunbar of ARC, Lynda Holder of LaRC, Terri Ross of GRC, Candy Hunt and Susan J. Anderson of JSC, Janie Moyers of MSFC, and Karen Weaver of the Agency Office of Human Capital Management's (OHCM's) Training and Development Division. Grant Thornton Associates is supporting the team's effort.

### On the road

Jim Jennings and a group of NSSC Agency Transition Team members are meeting with the Center Director and site partners at each of the six potential NSSC sites the weeks of Aug 9 & 16. The purpose of the short visit is to discuss lease terms and conditions associated with site selection and the A-76 competition.

Participating in the visits are: Jim Jennings, Rick Arbuthnot, Jim Becker and representatives from Legal and Legislative Affairs.

### Key dates

- Sept 13 - RFP released
- Sept 15 - Center visits begin
- Receipt of proposals 8 weeks after RFP release
- May 2005 - Contract awarded